



VISITOR INTAKE PORTAL (VIP) MOBILE DESIGN OMB SCREEN PACKAGE, VER 7.0

**VIP MOBILE SOFTWARE DESIGN
SEPTEMBER 30, 2021**



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1. Design Specification Document Version Information

The first release of this design specifications document as a project deliverable is numbered 1.0.

Subsequent revisions are numbered 1.1, 1.2, 1.3, etc. Content revisions are listed below with corresponding page numbers.

Version Number	Date	Content Revisions	Page #	Revised by
1.0	08/31/2021	N/A	N/A	N/A
2.0	9/7/2021	Updates per PdOs.	All	Lauren Dawson
3.0	9/17/2021	Updated per requested revisions to the language on the “more than 15 minutes before” screen and new proposed language revision for the ticket confirmation screen. Also, all buttons and system messages (moved within Warning Notices) may have changed per the Design System team’s UEF Review. See notes from 9/13/2021.	All	Lauren Dawson
4.0	9/23/2021	Changes per PdOs on 9/22/2021. <ul style="list-style-type: none"> • Changed button language on Email Confirmation. • Made text edits on the Link to Mobile Check-In Text Message screen. (Then changed back when outside of Char Limit) • Checked all versions of the word “check-in” for hyphen. 	All	Lauren Dawson
5.0	9/23/2021	Changes per PdOs on 9/23/2021 <ul style="list-style-type: none"> • Changed Prefiero Español to: Prefiero español • Changed language on text message to fit 160 char • Changed all Continuar en español to lowercase “e” • Removed hyphens from “check in” where it was a verb throughout. • Added Exit buttons to error messages for consistency 	All	Lauren Dawson
6.0	9/24/2021	Per PdOs, added the OMB Number and Expiration Date Footer to the Appt Details page.	Appt Details Page	Lauren Dawson
7.0	9/30/2021	Updated the language on the AIT page from “call” to “serve”.	AIT Page	Lauren Dawson

2. Customer Communication Messages

2.1. Email Confirmation

To: LDawson123@gmail.com
From: The Social Security Administration
Date: Tuesday, August 17, 2021 10:30 AM

Subject: Important Message from the Social Security Administration

Hello,

Please review the details of the appointment scheduled for Lauren D.:

Upon arrival at the office, click [Check-In Now](#). You are not able to check-in more than 15 minutes before your appointment. We are still operating under [COVID Safety procedures](#).

Date: **Wednesday, August 18, 2021**
Appointment Time: **10:30 AM**

[4TH FLOOR,](#)
[28 ALLEGHENY AVE](#)
[TOWSON, MD 21204](#)

If you have any issues, please call the office at:
[410-123-1212](#)

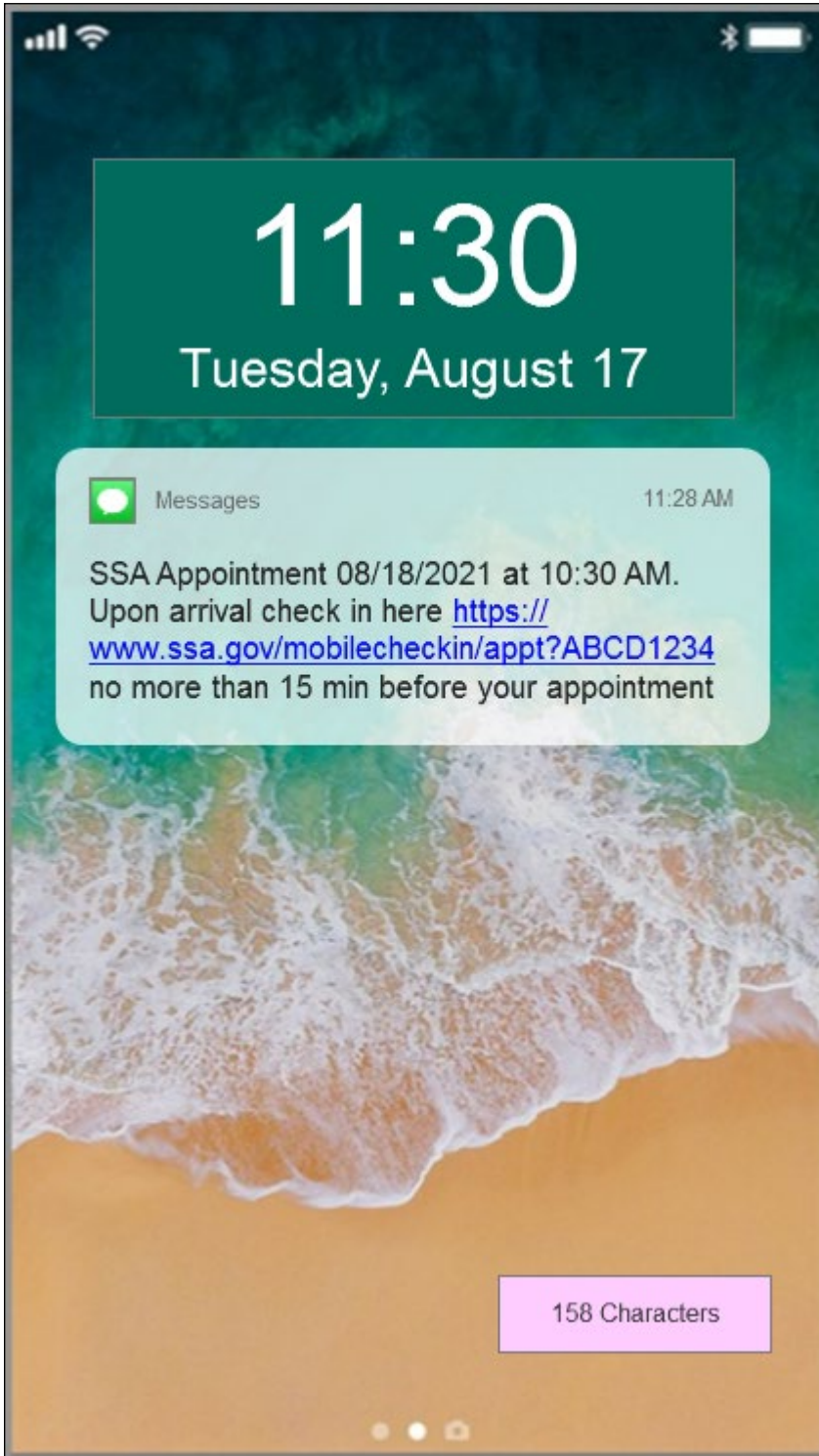
Thank you,
The Social Security Administration

Prefiero español



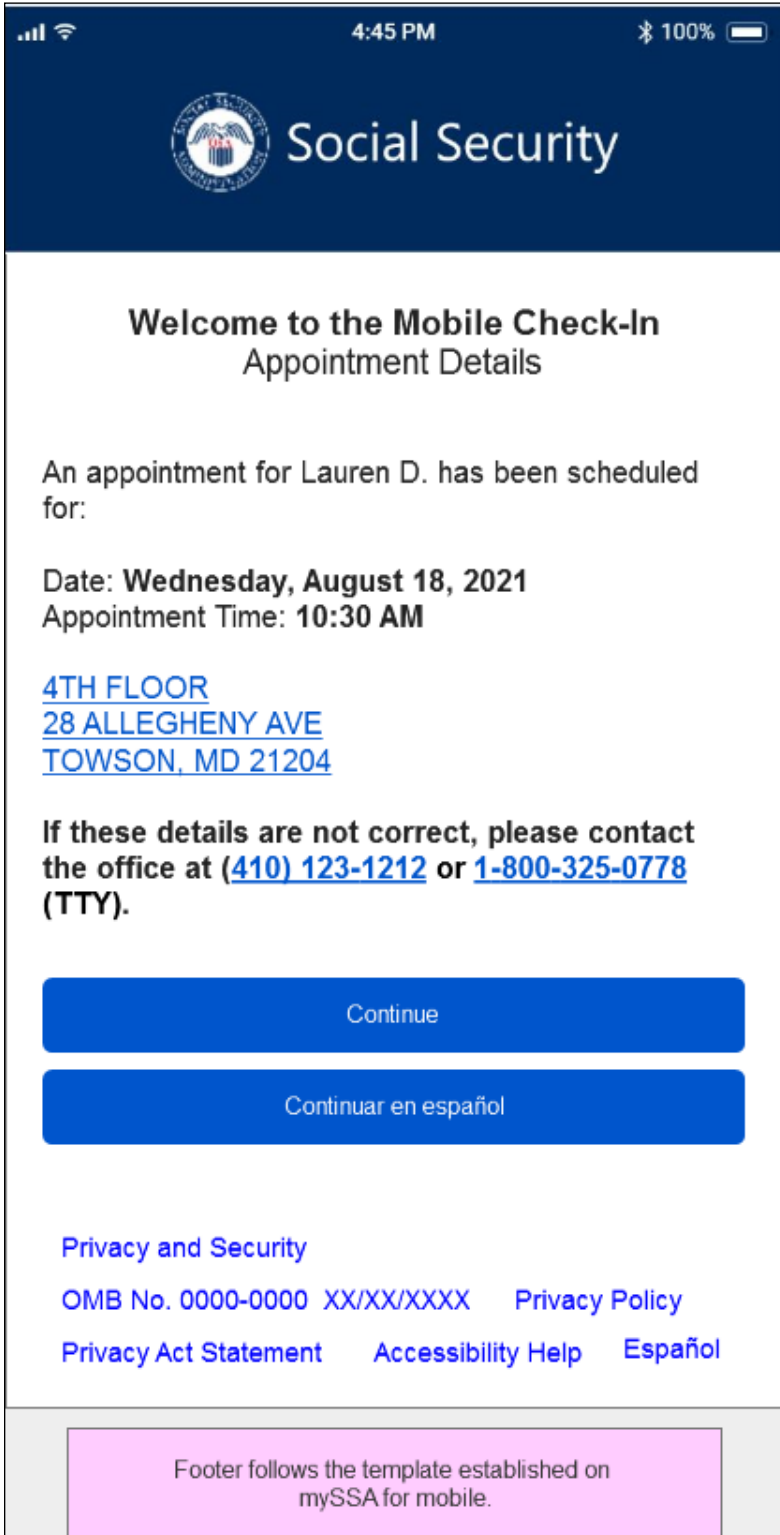
"COVID Safety Procedures" Link:
<https://www.ssa.gov/coronavirus/categories/conducting-business-with-social-security-during-the-pandemic/> and should be "anchored" to the section called: "What safety protocols must I follow to visit a Social Security office?"

2.2. Text Message with Link to Mobile Check-In




3. Mobile Check-In Screen Designs

3.1. Appointment Details



3.2. Privacy Act

4:45 PM 100%

 Social Security

Office Location
4TH FLOOR 28 ALLEGHENY AVENUE TOWSON, MD 21204
Phone: [\(410\) 123-1212](tel:(410)123-1212)


We collect and use personal information to provide services to the public. We may share information in accordance with the Privacy Act and other Federal laws. For more information visit www.ssa.gov/privacy.

I Understand

Back

3.3. COVID Screener 1

4:45 PM 100%



Social Security

Office Location
4TH FLOOR 28 ALLEGHENY AVENUE TOWSON, MD 21204
Phone: [\(410\) 123-1212](tel:(410)123-1212)

Do you have any of the following symptoms?

- Cough or sore throat
- Fever (100.4 degrees or higher)
- Chills
- Shortness of breath or difficulty breathing
- Muscle pain or body aches
- Headache
- New loss of taste or smell
- Gastrointestinal symptoms like nausea, vomiting, or diarrhea


Yes

No

Back

3.4. COVID Screener 2

4:45 PM 100%

 Social Security

Office Location
4TH FLOOR 28 ALLEGHENY AVENUE TOWSON, MD 21204
Phone: [\(410\) 123-1212](tel:4101231212)

In the last 14 days, have you:

- Been diagnosed with COVID-19;
- Received instructions to monitor for symptoms or self-quarantine;
- Traveled outside the country by means other than land travel, such as car, bus, ferry, or train; or
- Been within 6 feet of a person who was diagnosed with COVID-19?

Yes

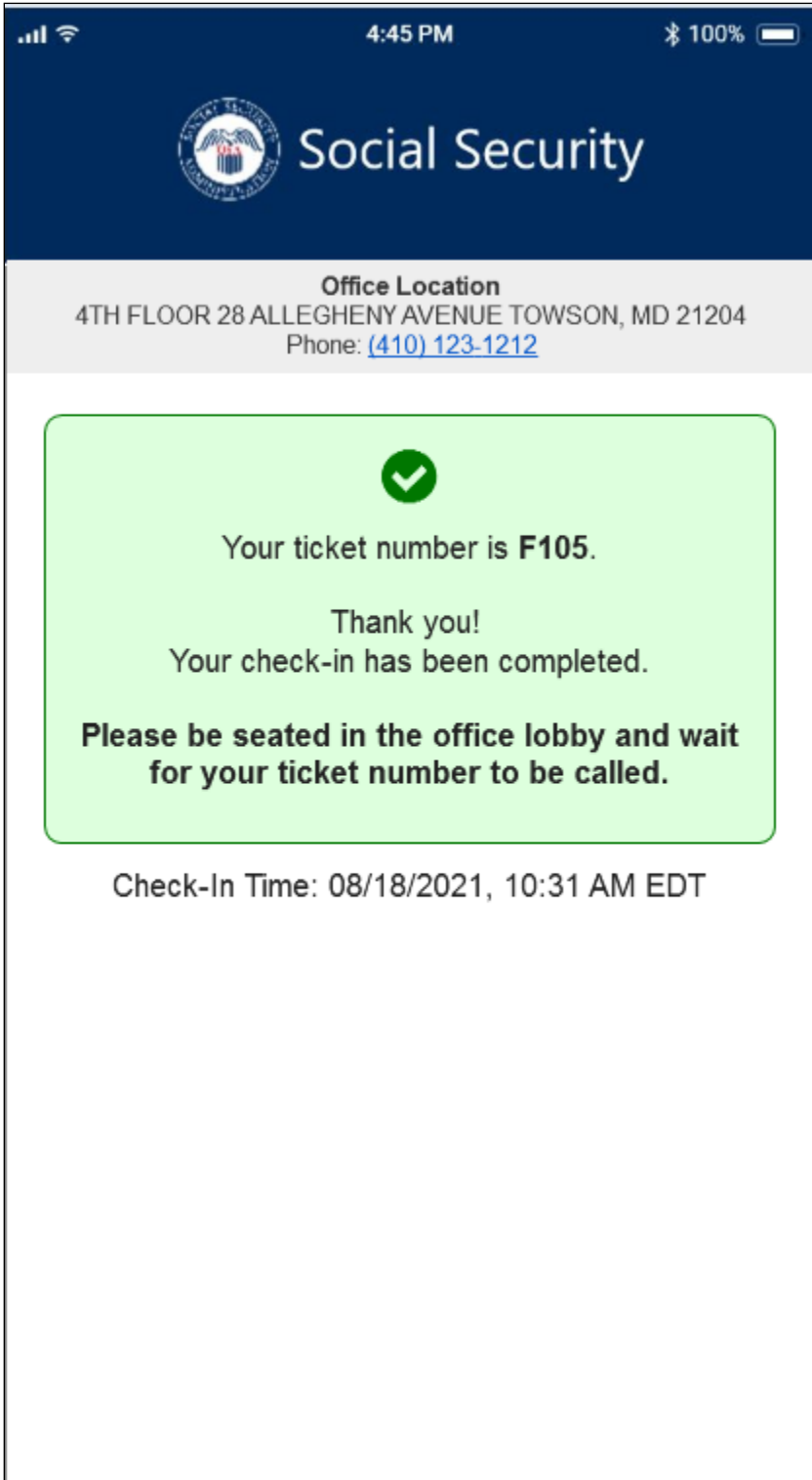
No

Back

3.5. Accessibility Screener

The screenshot shows a mobile application interface for Social Security. At the top, there is a dark blue header with the Social Security logo on the left and the text "Social Security" in white. Below the header is a light gray section containing the office location: "Office Location", "4TH FLOOR 28 ALLEGHENY AVENUE TOWSON, MD 21204", and "Phone: (410) 123-1212". The main content area is white and features the heading "To help us serve you, we need to know if you are:". Below this heading are four large, rounded rectangular buttons. The first three buttons are solid blue with white text: "Blind or Low Vision", "Deaf or Hard of Hearing", and "Neither". The fourth button is white with a blue border and blue text: "Back". The top of the screen shows standard mobile status icons: signal strength, Wi-Fi, time (4:45 PM), and battery level (100%).

3.6. Ticket Number Confirmation

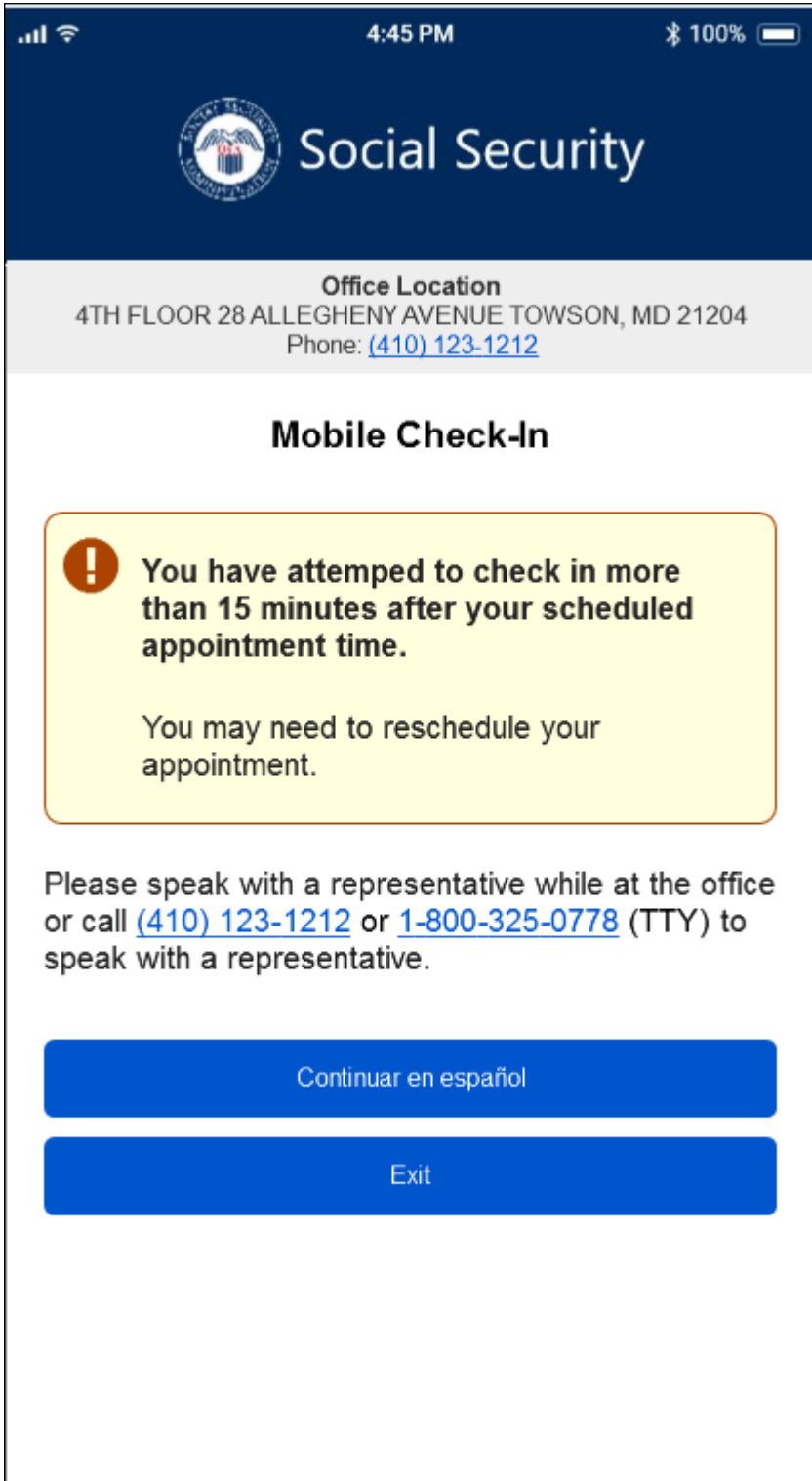


4. System Messages

4.1 Outside of 30 Minute Check-in Window

The screenshot shows a mobile application interface for Social Security. At the top, there is a status bar with signal strength, Wi-Fi, the time 4:45 PM, and 100% battery. Below the status bar is a dark blue header with the Social Security logo and the text "Social Security". Underneath the header is a light gray box containing the office location: "Office Location", "4TH FLOOR 28 ALLEGHENY AVENUE TOWSON, MD 21204", and "Phone: (410) 123-1212". The main content area has a white background with the heading "Mobile Check-In". A yellow warning box with a red exclamation mark icon contains the message: "You have attempted to check in more than 15 minutes before your appointment." Below this, it says: "Select the Mobile Check-In link no earlier than 15 minutes before your scheduled appointment. If you are late, we will see you based on availability." Further down, it states: "An appointment for Lauren D. has been scheduled for:" followed by the date and time: "Date: Wednesday, August 18, 2021" and "Appointment Time: 10:30 AM". The address is listed as: "4TH FLOOR", "28 ALLEGHENY AVE", "TOWSON, MD 21204". At the bottom, there is a note: "If these details are not correct, please contact the office at (410) 123-1212 or 1-800-325-0778 (TTY)." Two blue buttons are at the bottom: "Continuar en español" and "Exit".

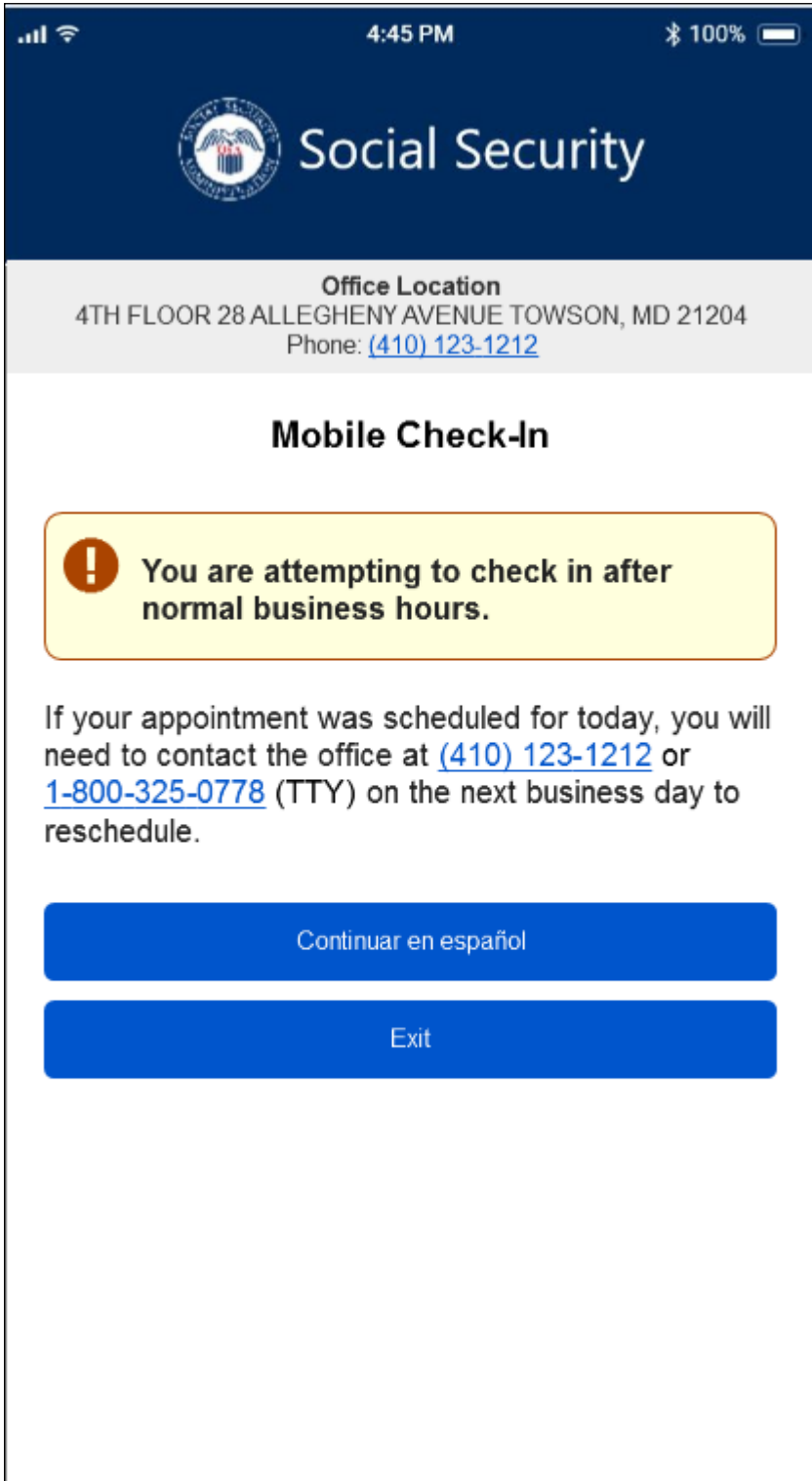
4.2 After 15 Minute Check-in Window, Check-in Code Expired



4.3 Already Checked-in


The screenshot shows a mobile application interface for Social Security. At the top, there is a dark blue header with the Social Security logo on the left and the text 'Social Security' in white. Below the header, a light gray box contains the office location: 'Office Location', '4TH FLOOR 28 ALLEGHENY AVENUE TOWSON, MD 21204', and 'Phone: (410) 123-1212'. The main content area has a white background with the title 'Mobile Check-In Completed' in bold black text. Below the title, a message reads: 'You have already completed your check-in. Please wait to be called to an interviewing location.' A large green rounded rectangle contains a green checkmark icon, followed by the text: 'Your ticket number is F105.', 'Thank you!', 'Your check-in has been completed.', and 'Please be seated in the office lobby and wait for your ticket number to be called.' Below this green box, the text 'Check-In Time: 08/18/2021, 10:31 AM EDT' is displayed. At the bottom, there is a blue button with the text 'Continuar en Español'.

4.4 Cannot Check-in After 4pm Local Time



4.5 Check-In Link No Longer Valid

4:45 PM 100%



Social Security

Office Location
4TH FLOOR 28 ALLEGHENY AVENUE TOWSON, MD 21204
Phone: [\(410\) 123-1212](tel:4101231212)

Mobile Check-In

! **This check-in link is no longer valid.**

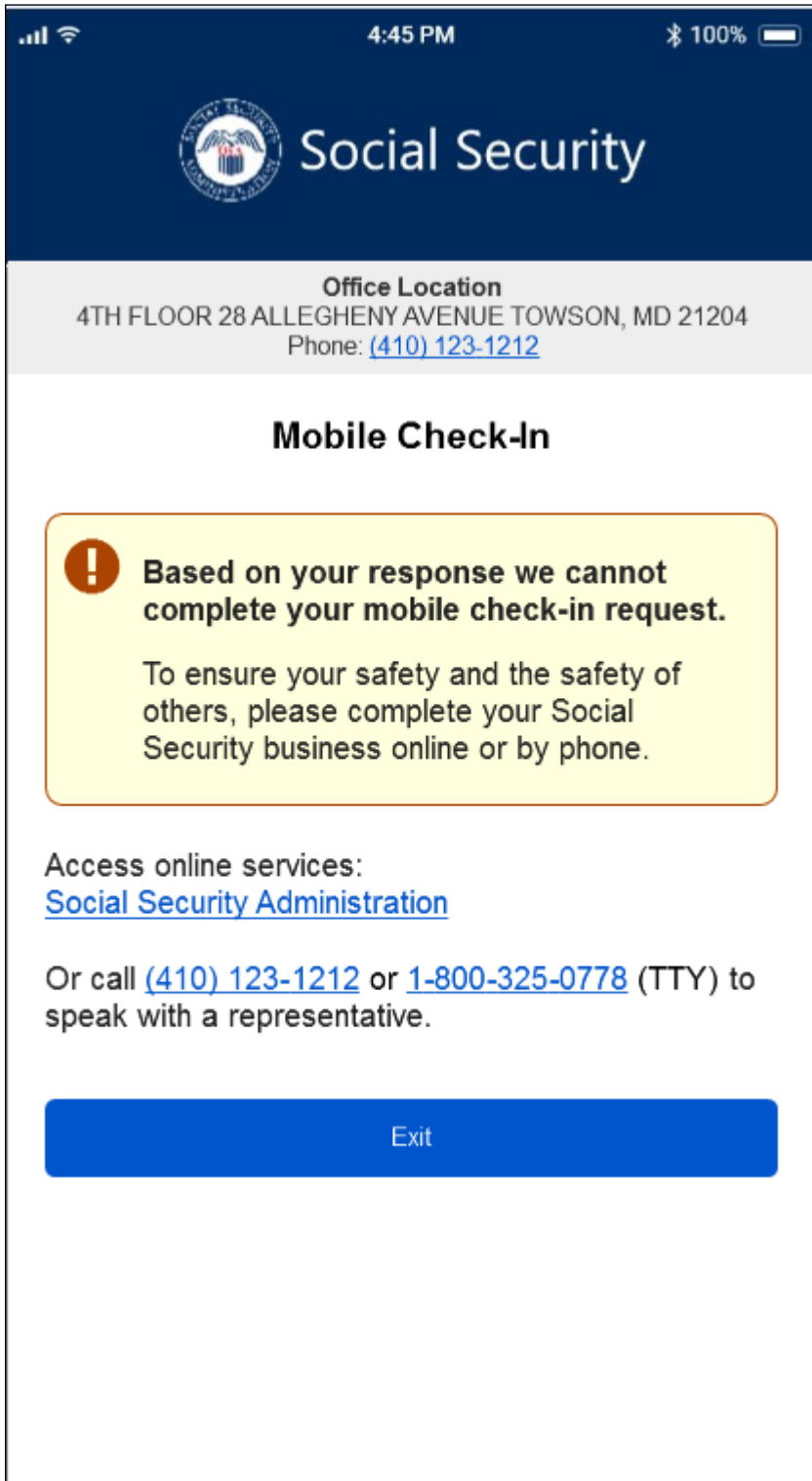
We cannot complete your check-in at this time.

Please speak with a representative while at the office or contact the office at [\(410\) 123-1212](tel:4101231212) or [1-800-325-0778](tel:18003250778) (TTY) to reschedule.

Continuar en español

Exit

4.6 COVID Fail



4.7 Recaptcha Fail

The screenshot shows a mobile application interface for the Social Security Administration. At the top, there is a dark blue header with the SSA logo and the text "Social Security". Below the header, a light gray box displays the "Office Location" as "4TH FLOOR 28 ALLEGHENY AVENUE TOWSON, MD 21204" and "Phone: (410) 123-1212". The main content area is white and features the title "Mobile Check-In". A prominent yellow warning box with a red exclamation mark icon contains the message: "Based on your response we cannot complete your mobile check-in request. Please contact the office by phone for further check-in instructions." Below this, the text "Access online services:" is followed by a blue link to "Social Security Administration". Another line of text says "Or call (410) 123-1212 or 1-800-325-0778 (TTY) to speak with a representative." At the bottom, there is a blue button labeled "Exit". The top of the screen shows standard mobile status icons: signal strength, Wi-Fi, time (4:45 PM), and battery (100%).

4.8 Back Button System Message

